

Acute Care Educational Sessions*

Monday, July 25

Schedule Subject to Change

	RCM RCM sessions in Salon 3	Clinical Locations shown below	Technical All sessions in Salon 1	General Accounting Locations shown below
7:00 - 8:15 am	Breakfast - Grand Pacific Ballroom			
8:30 - 10:00	IBM Watson in Healthcare (Newport Coast Ballroom)	IBM Watson in Healthcare (Newport Coast Ballroom)	IBM Watson in Healthcare (Newport Coast Ballroom)	IBM Watson in Healthcare (Newport Coast Ballroom)
10:30 - 12:00	ICD-10 Implementation Considerations (Salon 3)	HIE, Mobile, Patient Portal Strategies (Baycliff) Pharmacy Roundtable (Avalon East) Keane Optimum Lab (Avalon West)	IBM Power 7 Platform/ X Series Features and Benefits	Materials Management (Salon 2) Discovery EIS (Del Mar)
12:00 - 1:15	Lunch - Grand Pacific Ballroom			
1:15 - 2:15	Contract Management and Modeling: The Road to Success	CCR & CCD / Interoperability within Optimum iMed (Baycliff) DUE Reports & Interventions Module (Avalon East) Optimum Lab System Maintenance (Avalon West)	Interoperability: HIEs and ACOs	Requisitioning (Salon 2) Using eCQ and Keane Dashboard with Optimum General Accounting (Del Mar)
2:30 - 3:30	Bridging the Gap in Revenue Cycle Communication	Optimum iMed Enhancements to Support Meaningful Use (Baycliff)	Problem Determination	E-Commerce Management Suite (Salon 2) Cost-Accounting (Del Mar)
4:00 - 5:00	5010 Implementation	Optimizing Patient Safety & Pharmacy Efficiency with Standing Orders (Baycliff)	Keane Hosting and Disaster Recovery	Patient Charges (Salon 2) Budgeting (Del Mar)
6:30 - 9:30	Cirque du Keane - Pool Deck			

Tuesday, July 26

	RCM Salon 3	Clinical Locations shown below	Technical Salon 1	General Accounting Locations shown below
7:00 - 8:15 am	Breakfast - Grand Pacific Ballroom			
8:30 - 10:00	Keane Optimum Users' Group Meeting (Salon 3)	Keane Optimum Users' Group Meeting (Salon 3)	Keane Optimum Users' Group Meeting (Salon 3)	Keane Optimum Users' Group Meeting (Salon 3)
10:30 - 12:00	Guiding Staff to Effectively Manage the Revenue Cycle	Enhanced Discharge Process: Incorporating Medication Reconciliation (Baycliff)	Enterprise-Wide Backup and Recovery Solution	Payroll (Salon 2) General Ledger (Del Mar)
12:00 - 1:15	Lunch - Grand Pacific Ballroom			
1:15 - 2:15	Optimum RCM: What's New?	Stage II Meaningful Use Expectations (Baycliff)	Active Directory	Human Resources (Salon 2) Accounts Payable (Del Mar)
2:30 - 3:30	Client Presentation	Additional Optimum iMed Enhancements (Baycliff)	Application Performance Considerations	Time & Attendance (Salon 2) Asset Management (Del Mar)

Conference ends at 3:30

***See the following pages for descriptions of the sessions**

Acute Care Educational Session Descriptions

Revenue Cycle Management Track

IBM Watson in Healthcare (Grand Pacific Ballroom) - Monday 8:30 - 10:00

A look at the present and future healthcare implications of Watson's DeepQA technology and how it will help improve clinical and business performance. This includes assisting healthcare organizations in proactive diagnostics and more precise treatment plans.

Watson, named after IBM founder Thomas J. Watson, was built by a team of IBM scientists who set out to accomplish a grand challenge – build a computing system that rivals a human's ability to answer questions posed in natural language with speed, accuracy and confidence. Watson passed its first test on Jeopardy! in February 2011, but the real test will be in applying the underlying systems, data management and analytics technology across different industries, particularly healthcare.

ICD-10 Implementation Considerations - Monday 10:30 - 12:00

Partner Presentation by Nicolet Araujo, Vice President of Sales & Consulting, SOURCECORP HealthSERVE

This session will cover the software modifications required to support ICD-10 in the Optimum product line. It will also include a discussion on how to prepare your HIM Department for the transition to ICD-10 and best testing practices.

Road to Contract Management and Modeling: The Road to Success - Monday 1:15 - 2:15

Client Presentation by Liza Sims, Janet Wiencek, and Rebecca Ramirez, NorthBay Medical Center

During this session, the speakers will review the benefits of Keane's contract management and modeling functionality to include the way that NorthBay Medical Center set the system up (design, build and testing) and the lessons learned along the way.

Bridging the Gap in Revenue Cycle Communication - Monday 2:30 - 3:30

Client Presentation by Tim Cyr, Director Patient Financial Services, University Physicians Hospital

Due to the many demands placed on high level executives, they often find it difficult to maintain involvement in the day-to-day operations of the revenue cycle and payment process, leading to a "disconnect" between what they believe they know about their organization's revenue cycle and the reality felt by those in the trenches. In this session, we share with both senior financial executives and revenue cycle directors and managers various reports developed by University Physicians Hospital to quickly and effectively communicate to their Executive Leadership the monthly financial "snap shot" and the organization's financial health. These tools are geared towards tracking, trending and benchmarking to acknowledge successes and quickly identifying opportunities for improvement using best practice statistics.

5010 Implementation - Monday 4:00 - 5:00

This session will review the software modification that have been made to support 5010, implementation procedures and recommendations for testing.

Keane Optimum Users' Group Meeting - Tuesday 8:30 - 10:00

The Keane Optimum Users' Group is a non-profit organization independent of Keane with the objective of promoting free exchange of knowledge, ideas, information and experiences among all users of Keane products and services. The Users' Group gives individual institutions the opportunity to address issues and product enhancements in collaboration with fellow users and Keane.

continued

Acute Care Educational Session Descriptions

Revenue Cycle Management Track (continued)

Guiding Staff to Effectively Manage the Revenue Cycle - Tuesday 10:30 - 12:00

Partner & Client Presentation by Nick Davis, Director of Product Management & Marketing, Provider Advantage and Christine Kassouf, Manager Of Financial Management Systems, South Nassau Communities Hospital

Gain insight from Keane clients and partners on best practices for lean management of external data sources in revenue cycle processes. Learn how South Nassau transformed administrative processes and improved the patient experience using Intelligent Guidance in Eligibility Verification and Pricing Estimation, and how they are preparing for the 5010 implementation of the eligibility verification transaction.

At the conclusion on this session, the presenters will be raffling off an item valued at approximately \$200.

Optimum RCM: What's New? - Tuesday 1:15 - 2:15

In this session, we will review, discuss, and demonstrate new features and functionality in Optimum RCM.

Client Presentation - Tuesday 2:30 - 3:30

Preparations and logistics for this presentation are still being worked out and will be posted shortly.

Acute Care Educational Session Descriptions

Clinicals Track

IBM Watson in Healthcare (Grand Pacific Ballroom) - Monday 8:30 - 10:00

A look at the present and future healthcare implications of Watson's DeepQA technology and how it will help improve clinical and business performance. This includes assisting healthcare organizations in proactive diagnostics and more precise treatment plans.

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Connecting Your Community: Health Information Exchange, Mobile, and Patient Portal Strategies

- Monday 10:30 - 12:00

Partner Presentation: InteHealth

Optimum Mobile, powered by InteHealth, extends the reach of Keane applications into the community. During this session, InteHealth will discuss the following components of Optimum Mobile:

1. XLMD Exchange, the KLAS-verified Private HIE solution, mobilizes your health information by exchanging data between appropriate healthcare stakeholders enabling your organization to meet specific Meaningful Use criteria while strengthening your relationships with physician practices, skilled nursing facilities and other healthcare entities within your community;
2. XLMD Mobile* mobilizes your caregivers through a secure internet-based portal to access data from any source via any smartphone (iPhone, Android, Blackberry, etc.) or tablet computer; (available for an interactive "test drive" with InteHealth)
3. XLMD Patient Portal* mobilizes your patient relationships, providing patients and their families with controlled access to their data and convenient self-service functions that reduce costs and empower the patient, resulting in an increase in patient loyalty, stronger community healthcare alliances, and fulfillment of specific Meaningful Use criteria.

Pharmacy Roundtable: I Wish it Could...and How do You do It? - Monday 10:30 - 12:00

Ever told your computer monitor how the software should work? Here's your chance to tell the people who designed the software and hear from colleagues who have used it for years. There's a good chance the solution is already in the software.

Keane Optimum Lab: New Enhancements - Monday 10:30 - 12:00

In this session, we will cover the changed functionality in Optimum Lab such as Microbiology, Workstations, Quality Control, and File Maintenance Setup Changes as well as reviewing new functionality such as Messaging System, Stat Monitor, Test Result Tracking List, File Maintenance Audit Trail, and IRF Auto Verify.

CCR & CCD / Interoperability within Optimum iMed - Monday 1:15 - 2:15

Interoperability is one of our industry's common "buzzwords". Learn how you can easily create CCD files for transmission as well as import CCD and CCR files from a remote source within Optimum iMed. We will also review file records layouts in this session.

Setting up DUE Reports and Using the Interventions Module - Monday 1:15 - 2:15

The goal of this class is to be a practical guide for implementing a basic drug utilization evaluation (DUE) program in your facility. In this class you will learn to set up reports and alerts to help identify problem areas such as IV to PO conversion, kinetics and disease management. Part one will cover capturing the data needed to track and part two will cover documenting the action.

continued

Acute Care Educational Session Descriptions

Clinicals Track (continued)

Keane Optimum Lab System Maintenance - Monday 1:15 - 2:15

This session will cover checking Overdue Order Number Update (ONU), Ineligible for Discharge, HIS Error Log, and a group discussion for any how to's.

Optimum iMed Enhancements to Support Meaningful Use - Monday 2:30 - 3:30

Keane's commitment to EHR is evident with our ONC-ATCB certification which was completed in Q3 of 2010. This session will concentrate on the functionality in Optimum Clinicals V3.1 that will support your facility's goal of meeting the Meaningful Use Stage 1 requirements. Keane subject matter experts and clinical specialists will review and demonstrate the new features.

Optimizing Patient Safety and Pharmacy Efficiency with Standing Orders - Monday 4:00 - 5:00

Client Presentation by Shauna Camacho and Steve Santanello, Capital Health Systems

In this session, the team from Capital Health Systems will discuss how their institution has used standing orders to increase order entry speed and efficiency, to help standardize medication protocols, and to promote patient safety.

Keane Optimum User Group Meeting - Tuesday 8:30 - 10:00

The Keane Optimum Users' Group is a non-profit organization independent of Keane with the objective of promoting free exchange of knowledge, ideas, information and experiences among all users of Keane products and services. The Users' Group gives individual institutions the opportunity to address issues and product enhancements in collaboration with fellow users and Keane.

Enhanced Discharge Process: Incorporating Medication Reconciliation - Tuesday 10:30 - 12:00

Client Presentation by Barbara Grande R.N., Director of Nursing Informatics, & Linda Bowers, RN, Capital Health Systems

Learn how you can enhance the discharge process for your facility by adding medication reconciliation. Our presenters will share how they improved electronic discharge instructions, decreased discrepancies for patients' home medications, and created a collaborative environment among their physicians, nursing staff, and ancillary departments to facilitate improved workflows in regard to the discharge process. Improve patient and staff satisfaction while at the same time advancing compliance with organizations such as the Joint Commission.

Stage II Meaningful Use Expectations - Tuesday 1:15 - 2:15

Industry Consultant Presentation by Frank Poggio, President, The Kelzon Group

Keane's commitment to EHR certification requires us to continue to enhance the Keane Optimum product line. This session will concentrate on the changes that will be required to meet Stage II Meaningful Use requirements.

Additional Optimum iMed Enhancements - Tuesday 2:30 - 3:30

Meaningful Use requirements are not the only enhancements being added to the Keane Optimum product line. Come join one of Keane's subject matter experts and clinical specialists as we review and demonstrate the new features of Optimum 3.1 not associated with Meaningful Use.

Acute Care Educational Session Descriptions

Technical Track

IBM Watson in Healthcare (Grand Pacific Ballroom) - Monday 8:30 - 10:00

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IBM Power 7 Platform / X Series Features and Benefits - Monday 10:30 - 12:00

Partner Presentation: Kathryn Sintal, Technical Support Advocate, IBM

Power 7 represents a major leap forward in performance. IBM representatives will provide a high level overview of the technology that makes that possible.

Interoperability - HIEs and ACOs - Monday 1:15 - 2:15

Are you and your facility ready for interoperability? What does it mean in support of the new standards for sharing and accessing data in a consistent fashion – and doing so without placing greater strain on your infrastructure, staff or organization.

Problem Determination - Monday 2:30 - 3:30

The Keane Installed Support group will share some of the most common calls for assistance we receive and how you can avoid these common problems. We will also provide some tips and tricks to help you keep your Keane applications running smoothly.

Keane Hosting and Disaster Recovery - Monday 4:00 - 5:00

For more than four decades, Keane's suite of services have been designed to assist clients in becoming more efficient and responsive while expanding budget capacity or reducing costs through effective outsourcing. This session will focus on Application Hosting and Disaster Recovery services developed to improve performance while reducing overall cost of operation.

Keane Optimum User Group Meeting - Tuesday 8:30 - 10:00

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Enterprise-Wide Backup and Recovery Solution - Tuesday 10:30 - 12:00

Client Presentation by Ronald G. Kloewer, CIO, Montgomery County Memorial Hospital

Learn how one hospital is tackling enterprise-wide backup and recovery solutions, bringing data from disparate platforms into one centrally managed backup solution. The technical aspects of this multi-phased project will be discussed and how these solutions factor into the hospital's HITECH compliance requirements.

Active Directory - Tuesday 1:15 - 2:15

In this session, we will discuss how you will be able to centralize your user administration and security for Optimum by leveraging Active Directory. This will be an in depth look at how Keane Optimum integrates with Active Directory environment.

Application Performance Considerations - Tuesday 2:30 - 3:30

Keane experts will review factors that can affect the performance of Keane applications. Learn what you can do to proactively isolate and identify potential causes as well as 10 important pieces of information to gather for Keane when reporting a performance problem.

Acute Care Educational Session Descriptions

General Accounting Track

IBM Watson in Healthcare (Grand Pacific Ballroom) - Monday 8:30 - 10:00

A look at the present and future healthcare implications of Watson's DeepQA technology and how it will help improve clinical and business performance. This includes assisting healthcare organizations in proactive diagnostics and more precise treatment plans.

Watson, named after IBM founder Thomas J. Watson, was built by a team of IBM scientists who set out to accomplish a grand challenge – build a computing system that rivals a human's ability to answer questions posed in natural language with speed, accuracy and confidence. Watson passed its first test on Jeopardy! in February 2011, but the real test will be in applying the underlying systems, data management and analytics technology across different industries, particularly healthcare.

Materials Management (Salon 2) - Monday 10:30 - 12:00

In this session you will be introduced to the MIS Materials Management Applications and learn why this product is recognized as the leading supply chain application in healthcare. Topics that will be covered include the benefits of mobile processes for managing inventory, desktop reporting and SCM KPI using the Management Dashboard Application, a round table discussion on user needs and suggestions, and an overview of what is planned for the future.

Discovery EIS (Del Mar) - Monday 10:30 - 12:00

In this session you will be introduced to the Discovery EIS financial report writer, and learn why this product is has become our bestselling product, winning acclaim from our customers. Topics that will be covered include the benefits of Discovery's Excel-like interface, a crash course in building a report, configuring the system, a round table discussion on user needs and suggestions, and an overview of what is planned for the future.

Requisitioning (Salon 2) - Monday 1:15 - 2:15

In this session you will be introduced to the MIS Requisitioning Module and learn how it has contributed to green initiatives. Topics that will be covered include a look at the system configuration and setup, filtering user information, workflow management, workload distribution, a round table discussion on user needs and suggestions, and an overview of what is planned for the future.

Using eCQ and Keane Dashboard with Optimum General Accounting (Del Mar) - Monday 1:15 - 2:15

Partner Presentation: Jeff Willson, Cyberscience Corporation

This session will demonstrate the work completed by Keane, Ormed and Cyberscience to integrate eCQ and the Keane Dashboard with the Keane Optimum General Accounting product suite. Topics covered include the use of eCQ to report against the Optimum financial applications, the integration work performed to date which brings Optimum General Accounting data into the Keane Dashboard, and a review of how sites can add new Dashboard views around the General Accounting suite of products.

E-Commerce Management Suite (Salon 2) - Monday 2:30 - 3:30

In this session you will be introduced to the E-Commerce Business Center and learn how EDI transaction sets are managed and communicated to other VAN's such as GHX. Topics that will be covered include how EDI transaction sets are processed within the application to eliminate duplicated data entry, how these transactions update your systems files, a round table discussion on user needs and suggestions, and an overview of what is planned for the future.

continued

Acute Care Educational Session Descriptions

General Accounting Track (continued)

Cost Accounting (Del Mar) - Monday 2:30 - 3:30

The cost accounting system is designed to integrate and report on data from clinical and financial systems for cost-effective operating and strategic decisions. Detailed costs are produced by charge item, procedure, product, case, department, patient, CPT, ICD, DRG, physician and other patient demographics. In this session you will learn about the system's costing process, the strong "what if" capabilities, the data integrity utilities in place to insure accuracy and the reports you can expect to get.

Patient Charges (Salon 2) - Monday 4:00 - 5:00

In this session you will engage in a round table discussion on identifying user needs and provide valuable suggestions on how to improve, automate, capture and participate in the designing a reconcilable process, using the latest in mobile computing.

Budgeting (Del Mar) - Monday 4:00 - 5:00

The budgeting system provides detail salary budgets down to the employee and position levels. The software is very intuitive and user friendly. In this session you will be introduced to the system's budgeting process, the extensive modeling capabilities at the account, department and position level, flexible budgeting and the variety of reporting options.

Keane Optimum User Group Meeting (Salon 3) - Tuesday 8:30 - 10:00

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Payroll (Salon 2) - Tuesday 10:30 - 12:00

In this session you will be introduced to the cornerstone of the Human Capital Management Suite – the Payroll product. See how this healthcare-focused product can be customized to fit small, medium and large sized sites, with flexibility to manage even the most complicated rules and scenarios. Topics that will be covered include the straightforward batch processing flows, hands-on customization available in the setup screens, virtually limitless reporting capabilities, a round table discussion on user needs and suggestions, and an overview of what is planned for the future.

General Ledger (Del Mar) - Tuesday 10:30 - 12:00

In this session you will be introduced to the General Ledger and learn how the General Ledger is the hub that ties all of your systems together and gives users access to critical business information from high level summaries to transaction details at the click of a mouse. Topics that will be covered include how the general ledger simplifies month end processes while maintaining control, how multi-sites can function as individual units or as part of a larger entity, a round table discussion on user needs and suggestions, and an overview of what is planned for the future.

Human Resources (Salon 2) - Tuesday 1:15 - 2:15

In this session you will be introduced to the many facets of the Human Resources product line, including Position Manager, HR Employee Manager, Recruitment, Applicant Tracking and Labor Relations. See how easy it is to fully manage all aspects of the employee file in a virtually paperless environment. Topics that will be covered include the seamless data flow between related applications, powerful analysis tools, virtually limitless reporting capabilities, a round table discussion on user needs and suggestions, and an overview of what is planned for the future.

continued

Acute Care Educational Session Descriptions

General Accounting Track (continued)

Accounts Payable (Del Mar) - Tuesday 1:15 - 2:15

In this session you will be introduced to Accounts Payable and learn why the Accounts Payable system is so powerful but so easy to set up, learn and use. Topics that will be covered include Accounts Payable's seamless integration with materials management, quick and easy invoice entry, single point of entry of vendor information, simplified 1099 reporting, a round table discussion on user needs and suggestions, and an overview of what is planned for the future.

Time & Attendance (Salon 2) - Tuesday 2:30 - 3:30

In this session you will be introduced to the Time and Attendance product line, comprised of an automated schedule creation tool and time capturing system. Topics that will be covered include the use of rotation templates to simplify and automate timesheet entry, tools for capturing actual employee timeclock data, seamless integration of both into the Payroll system, a round table discussion on user needs and suggestions, and an overview of what is planned for the future.

Asset Management (Del Mar) - Tuesday 2:30 - 3:30

In this session you will be introduced to Asset Management and learn how our software fully automates the life cycle of the asset -- from acquisition, to monthly amortization right through to disposal. Topics that will be covered include asset management's seamless integration with materials management, accounts payable and the general ledger creating a focus on ease of use and efficiency, a round table discussion on user needs and suggestions, and an overview of what is planned for the future.